



# Homeless YYA Stakeholder Forum

Homeless YYA Stakeholder Forum

August 26, 2014

2 – 3:30pm | Burien Library | 400 SW 152nd St, Burien, WA 98166

Every 4<sup>th</sup> Tuesday from 2 – 3:30pm.

A monthly opportunity to hear about the changes planned for our homeless youth and young adult system in King County.

# Meeting Overview

- Improvement Science
  - Overview of Improvement Science
  - Use of Improvement Science to reduce YHC referral timeframes
- Transatlantic Practice Exchange
- Updates
- Announcements



COMMITTEE TO  
**END HOMELESSNESS**  
KING COUNTY

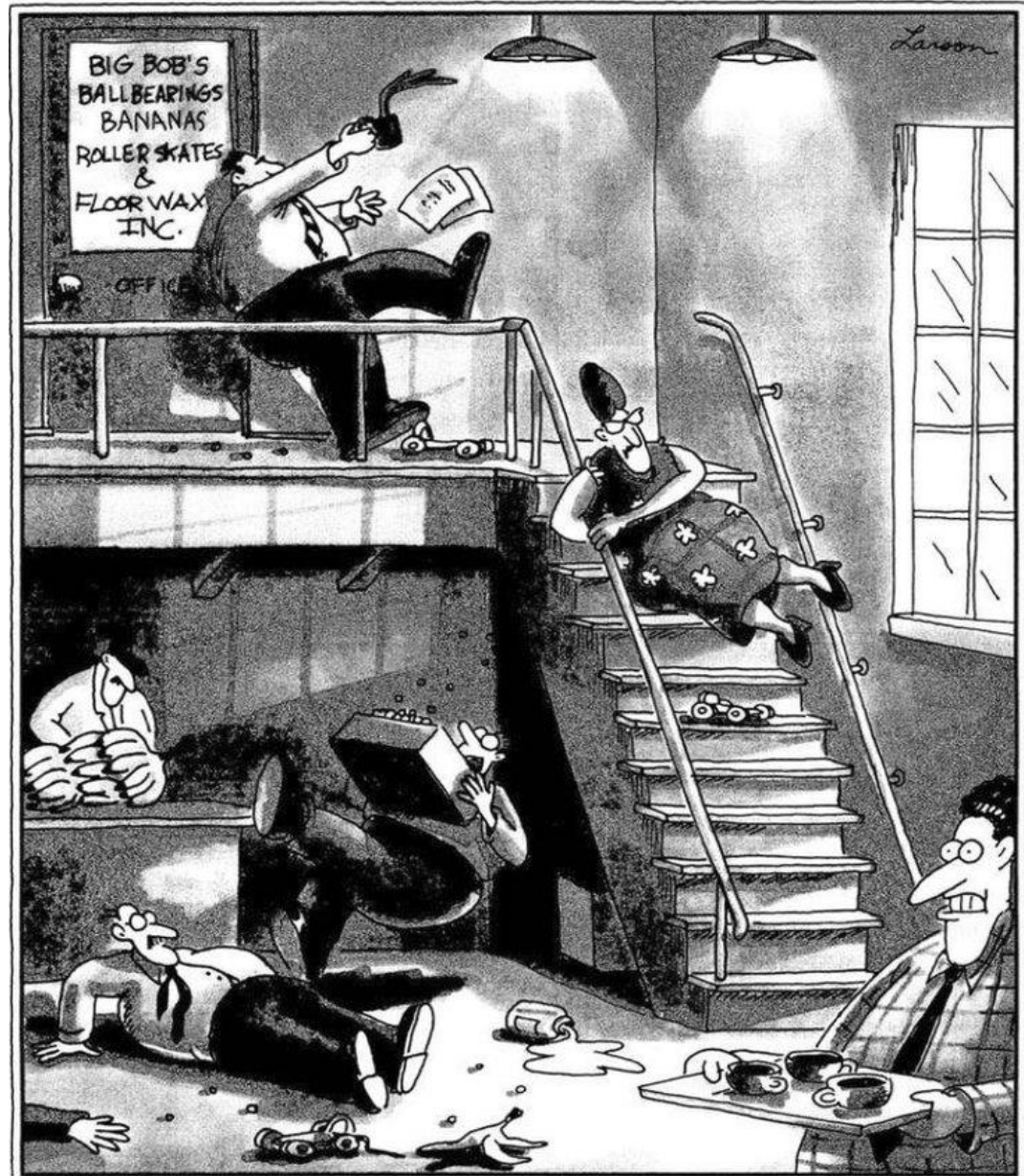
# Improvement science

# Introduction

- Improvement Science Background
  - Began in healthcare field
  - Applications in education and homelessness
- Carnegie Foundation Improvement Science Workshop
  - Inter-agency team
  - Intensive 3-day workshop
  - Learn IS and apply to a specific problem in our community

# Key Themes

- Every system is perfectly designed to achieve exactly the results it gets.
- Systems have to account for human interaction and error.



# Key Themes

- All improvement requires change, but not all change is an improvement.
- You can't improve what you can't measure.

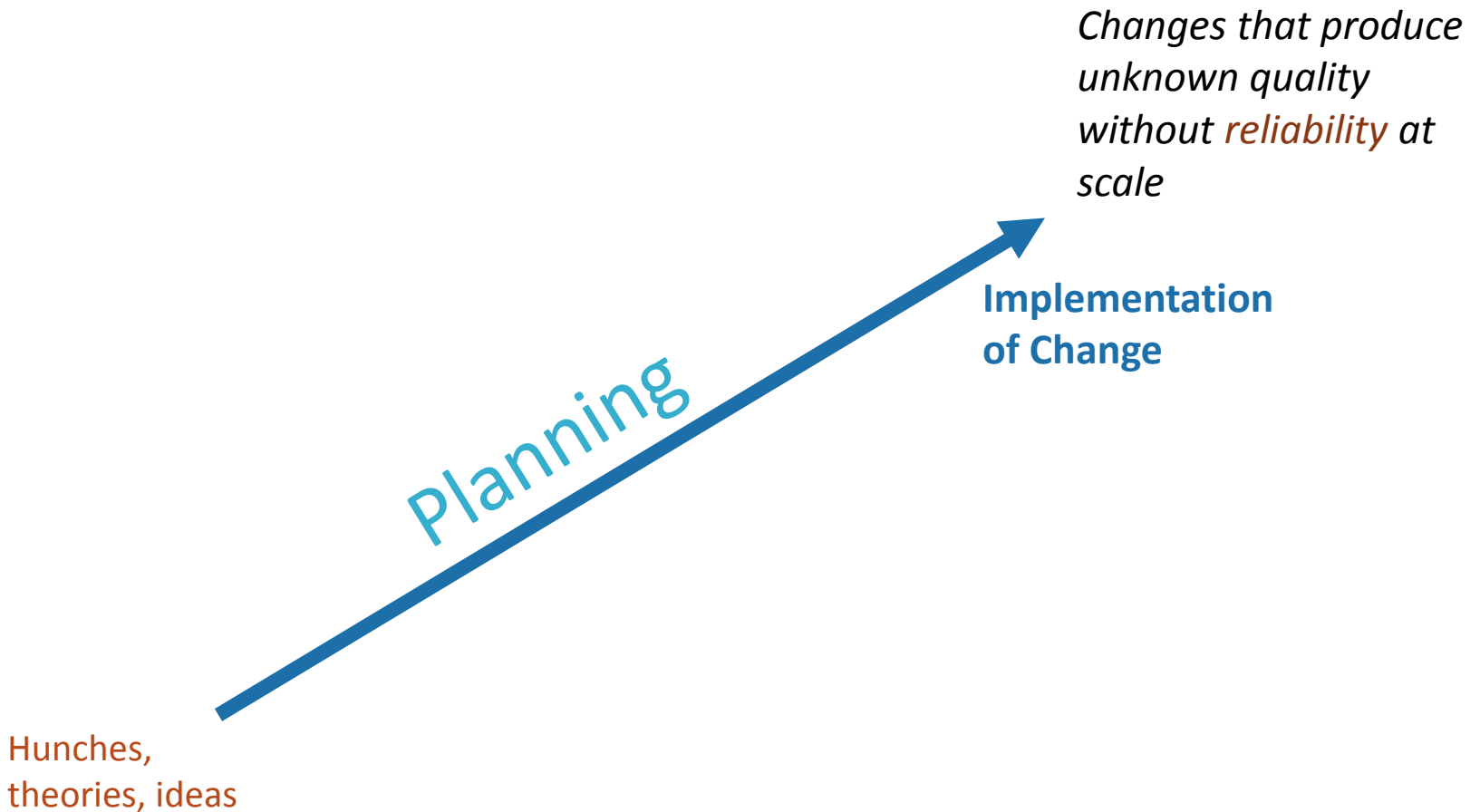
Atul Gawande:  
How do we heal medicine?

# Application to YHC

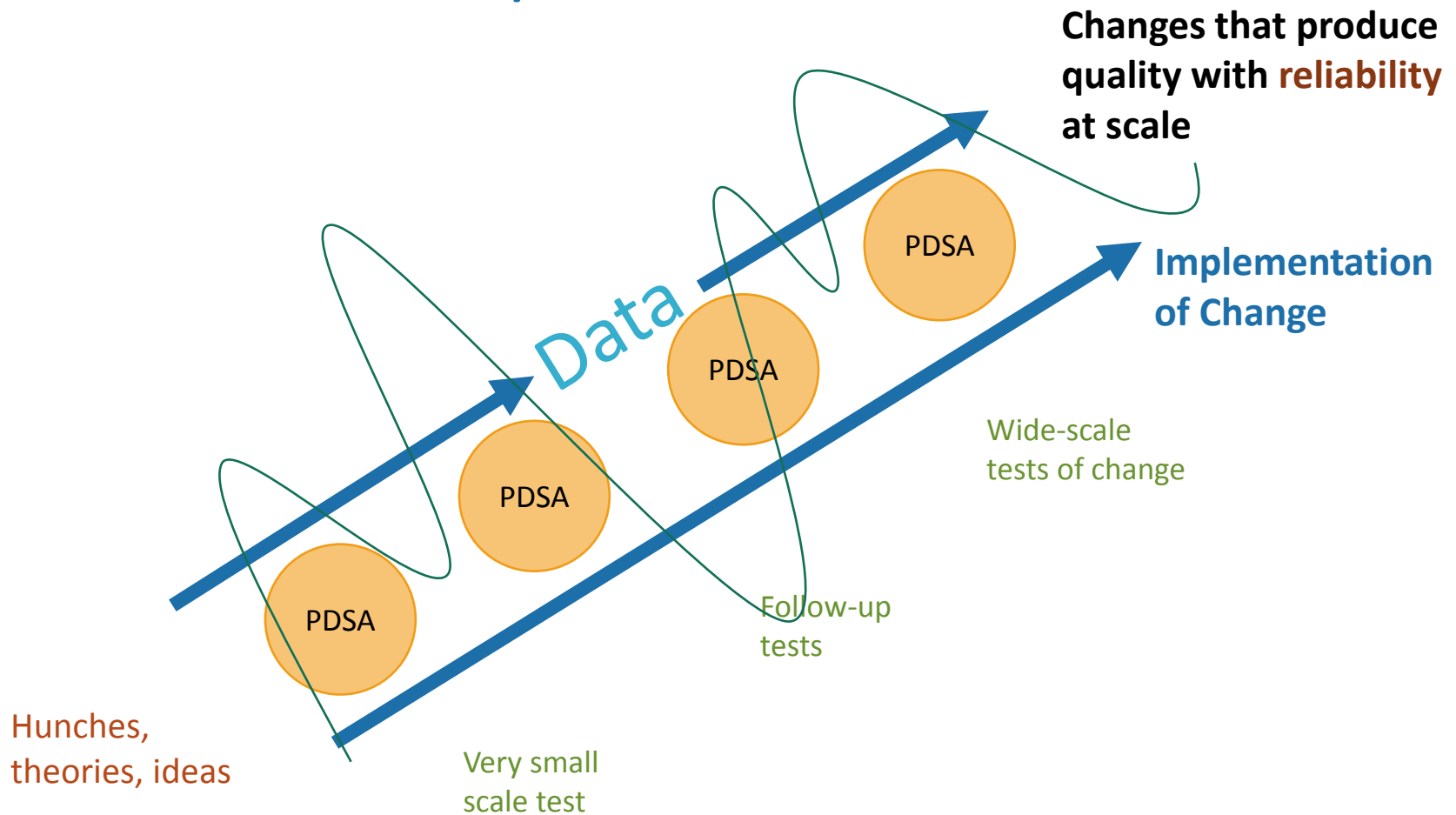
- A system that is not achieving the results we want it to achieve.
- Housing units are vacant for an average of over 30 days.
- Many different processes within the system to impact.



# Change – The Traditional Way



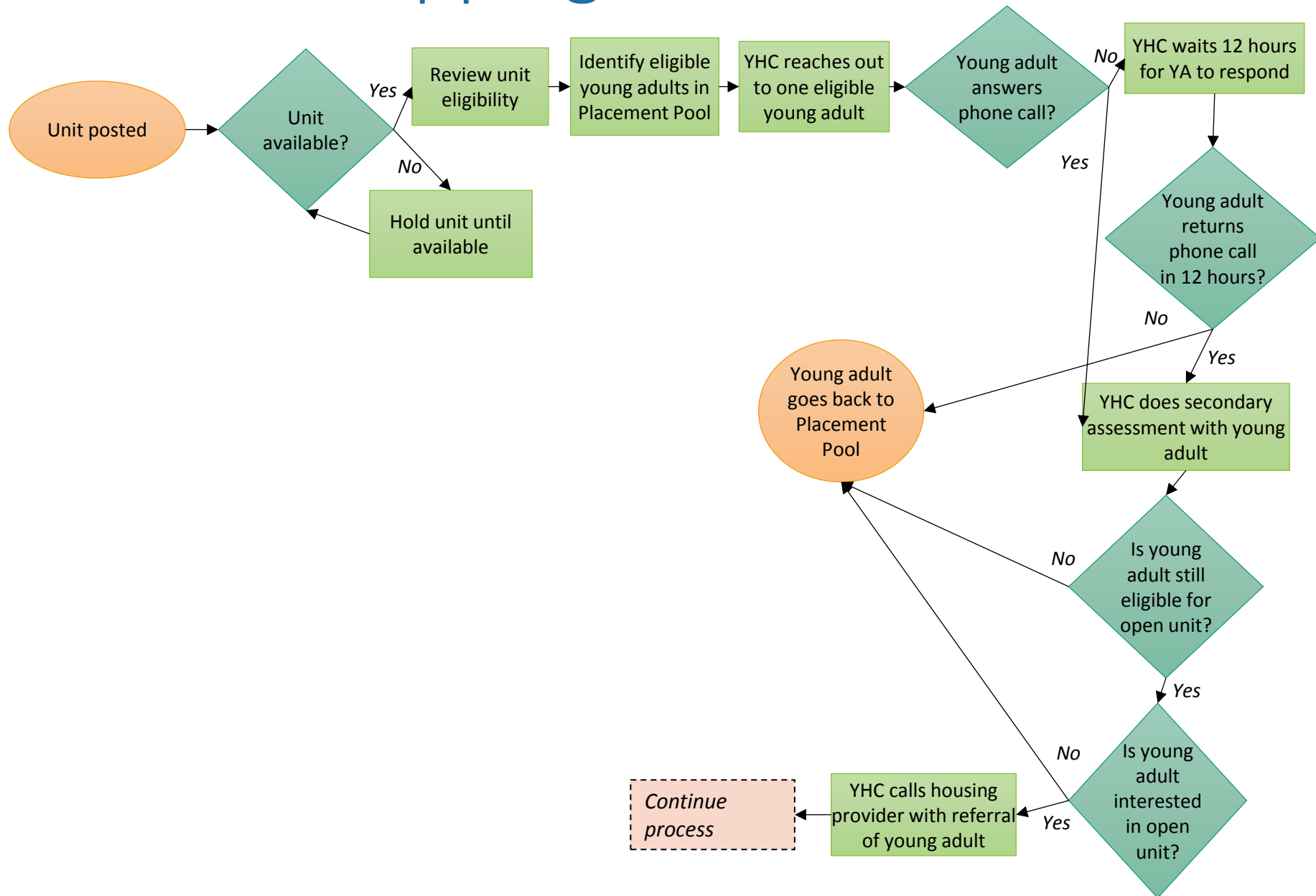
# Change – The Improvement Science Way



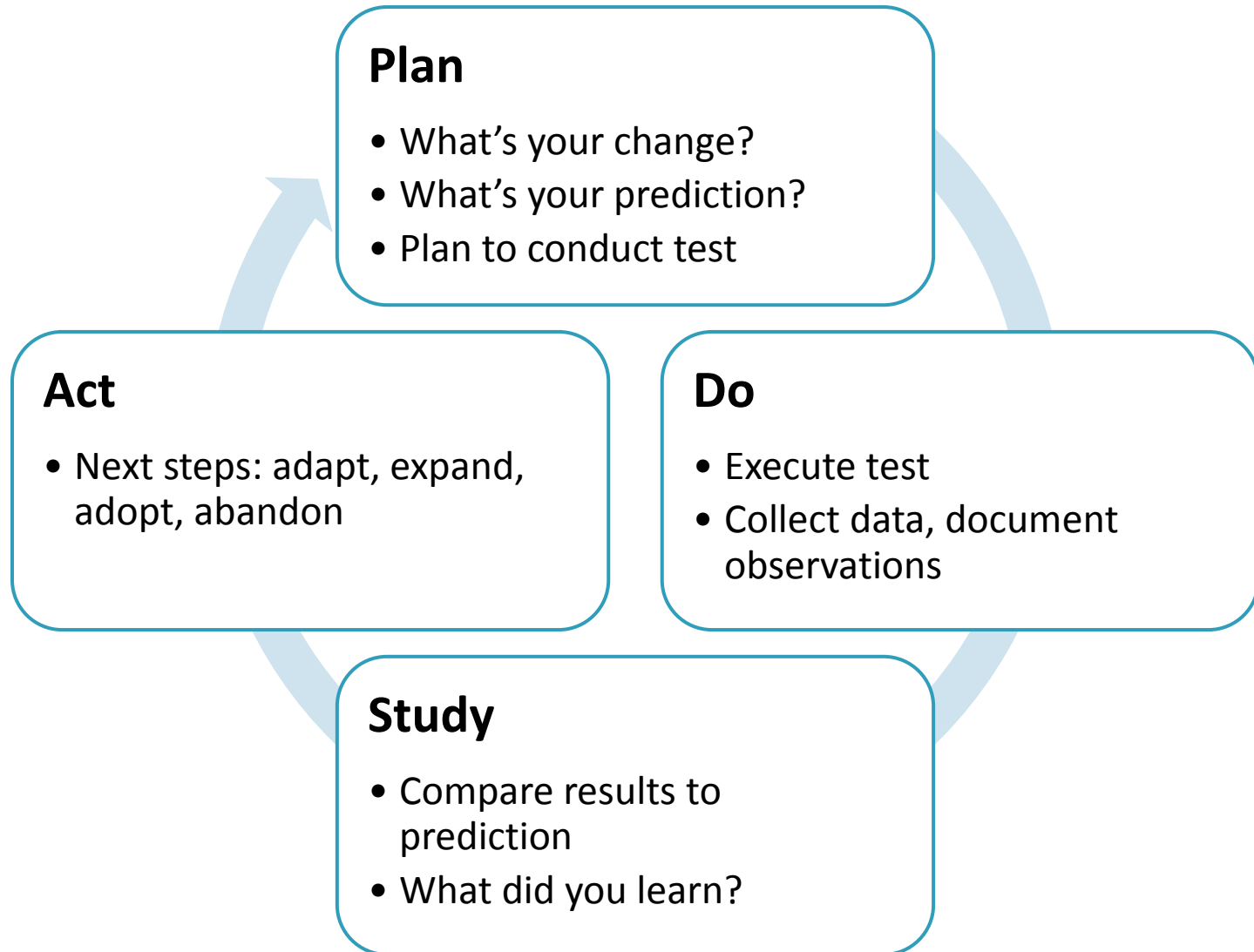
# Aim Statements

- ***Community Statement:*** Quickly moving young people experiencing homelessness off the streets into safe housing across King County.
- ***Specific Statement:*** From an average of 13 days, there will be no more than 5 days between when a bed is open for a homeless youth to the first referral to a homeless youth provider in King County, WA by Nov 1, 2014.

# Process Mapping



# Plan, Do, Study, Act – PDSA Cycle



# YHC PDSAs

## CHANGE IDEA 1

- If the first young person contacted for a housing resources has not yet responded, contact a second young person 4 hours later – each one still has 12 hours to respond
  - Included a change in language when reaching out to young people about a potentially available housing resource

## CHANGE IDEA 2

- Allow ROI contacts listed by the young person to inform YHC if a young person is already in housing

# Data

***Aim Statement:*** From an average of 13 days, there will be no more than 5 days between when a bed is open for a homeless youth to the first referral to a homeless youth provider in King County, WA by Nov 1, 2014.

## Key Data Point:

- How many units have been open for 5 days and do not yet have a referral?

## Other/Balancing Measures:

- What is the average length of time a unit is open before the first referral is made?
- How often does a young person call back for a unit for which another young person has already been referred?
- How many young people need to be contacted before a referral is made?
- If a young person calls back within 12 hours, but is not referred, what are the primary causes?

# Next Steps

- Continue PDSAs
- Watch for communication from CEH and YHC team
- Spread the word within your agency and partners
- Questions or Ideas:
  - Megan Gibbard: [Megan.Gibbard@cehkc.org](mailto:Megan.Gibbard@cehkc.org)
  - Emily Harris-Shears: [EmilyHS@ccsww.org](mailto:EmilyHS@ccsww.org)



# Links

Atul Gawande: How do we heal medicine?

[http://www.ted.com/talks/atul\\_gawande\\_how\\_do\\_we\\_heal\\_medicine](http://www.ted.com/talks/atul_gawande_how_do_we_heal_medicine)

Vision Zero (video on home page)

<http://www.visionzeroinitiative.com/>

# Transatlantic practice exchange



YOUTH • COMMUNITY • OPPORTUNITY



# Youth Homelessness in London: Learning Objectives

- What are promising approaches in the United Kingdom in the areas of
  - family reunification (Reconnect program) and
  - immediate night-one intervention (Nightstop program)for homeless youth and young adults?
- How could these interventions be applied in the United States with homeless young people?



# US Practice & Policy Implications

We must challenge deeply held assumptions about our existing homeless YYA system in the States:

1. We are simply not able to intervene immediately.
2. The scale of a system ensuring no young person spends a second night out is out of our reach.
3. There will always be young people who sleep on our streets.

# US Practice & Policy Implications (cont'd)

## **Factors that contributed to the change:**

1. An absolutely deliverable plan used to lobby local government.
  - Here are the people on the streets.
  - Here are the solutions and the cost.
2. A government that held the voluntary sector – and themselves – accountable.
  - A massive investment to break the logjam of the formerly intractable youth homelessness issue.
  - Government attention down to the person: *“Michael so-and-so is on the streets tonight – what are you going to do about it?”*

**Are we willing to take risks for the most marginalized?**

For more info....

- ***Lunch & Learn: Promising Practices Addressing Youth Homelessness in London***
  - Monday, September 8, 2014, Noon – 1pm
  - Chinook Building (401 5th Ave, Seattle) Room 121.



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# Updates

# Community Sign In

- Watch for changes to the CSI page!
  - New questions about family reunification services are being added
  - New questions will only be completed by Going Home agencies for young people receiving family reunification services— these agencies will receive further training
  - All other users should disregard
- YYA Initiative and Safe Harbors team working toward greater alignment of CSI and HMIS— stay tuned for more details



# Comprehensive Plan Refresh

- Comprehensive Plan completed in September 2013 detailed activities for 18 months--updated plan due in spring 2015
- Process for Plan Refresh:
  - YYA Advisory Group and Youth Advocates Ending Homelessness (YAEH) to lead and advise
  - Align with overall Committee to End Homelessness Plan to be issued January 2015
  - Engage other stakeholders, including those currently missing from YYA Initiative
  - Youth event and Community Planning Sessions held in March 2015
  - Seek Plan endorsement by YYA Advisory Group, CEH bodies, others in May 2015

# YHC at Year 1: Learnings and Reorientation

- Identical sessions:
  - September 17, 10am-12pm, Tukwila Community Center
  - September 24, 1-3pm, 2100 Building
- Objectives:
  - Share data (YYA and system)
  - Communicate lessons learned and adjustments made
  - Discuss changes going forward
  - Identify ongoing challenges
  - Remind community about opportunities for input
  - Address misconceptions

# Announcements?

- No Stakeholder Forum in September– attend YHC at Year 1 instead!
- Other announcements?
- Thank you!